

To: Resident Council
Copper Lake Estates – Independent Living
1225 Lakeshore Drive
Edmond, OK 73013

Cc: Lee Holland, Executive Director

From: Charlie Dean, Resident

Date: February 7, 2016

Subject: **Minutes of the February 3, 2016 Resident Council Meeting**

Ladies and Gentlemen,

I read the Minutes of the February 3, 2016 Resident Council meeting. This matter begs for a response:

“FOOD COMMITTEE REPORT – NOT SO GOOD - Menus come from Corporate and ... that's what we use, we have little leeway to make changes.”

One must wonder how many years Council will tolerate to the same excuses. The Executive Director is a wizard at blaming everyone but himself.

“Fred Becker, Regional Food Services, stated that he thought things were fixable.”

Of course things are fixable. That is why people are upset when they are not fixed.

“...there will be training for the staff in February.”

Council should not tolerate future training as an excuse for poor past performance. There is no causal link between future training and poor past performance.

“On the subject of condiments he suggested that servers pass through the dining room before each meal and check out the condiments.”

Management has no Standard Operating Procedure (SOP) that it has told us about. Without an SOP this problem will likely continue in perpetuity.

“He said they should take the condiments off the tables at night and replace them the next day.”

There is no hint at how this activity will resolve anything. One may as well remove all the light bulbs and replace them the next day.

“At breakfast there was no coffee at 7:00 am. Andrea stated that the coffee urns are taken to the kitchen and washed and sanitized but that there should be at least one out by 6:30 am ready for breakfast at 7:00 am.”

There is no solution in sight. Without an SOP this problem will likely continue in perpetuity. Taking coffee urns to the kitchen is not an excuse and Council should not tolerate it. Washing and sanitizing urns is not an excuse either. Whether an urn is out by 6:30 or whether an urn is ready for breakfast at 7:00 is not an excuse and Council ought not allow it to be used as an excuse. The Executive Director has no SOP to cover this situation.

“It was mentioned that many mornings the servers are late taking orders.”

There is no SOP to cover this situation. This problem will likely continue. This is the Executive Director's fault. I will point out here that the waiters are working hard. They are doing what they can under the circumstances.

“People coming in before or after appointed times bogs down the kitchen staff and slows down service.”

Sometimes people come in early just to drink coffee. Please explain how this bogs down the kitchen staff. Drinking coffee in the dining area has little effect on what goes on in the kitchen. Some Residents might need help with coffee, but other Residents could help them. I will volunteer to help. Perhaps arriving late might have an adverse effect on the kitchen. What we need here is empirical evidence, and I hope the Executive Director will think about this.

“Copies of comments written and signed by residents ... with concerns about food and service were read to the Committee. Most of these concerns are long standing; they will be copied and given to the Executive Director and Dining Services Manager.”

Of course most of these concerns are long standing. Copying them and giving them to the Executive Director and Dining Services Manager does not resolve these problems. The Executive Director has no SOP, and these problems will likely endure in perpetuity.

“NEW BUSINESS - It was suggested that in order to have better communication we might put the minutes of the Resident Council on the Connected Living Website. Council felt it was not necessary as they are in the Library in a notebook for anyone who wants to see them.”

It would be good if children and grandchildren of Residents had a way to access the Minutes from their homes. Younger family members should have quick and easy access to Minutes, menus, schedules, etc. Some elders are not able to read well, understand well, communicate well, or remember well. It is good that younger family members visit their elders in this facility and engage in activities with them. These visits and activities could happen easier if digital information were readily available to younger family members.

I have digitized the Minutes of the February 3, 2016 Resident Council meeting and they are on the Internet. They are on the Archive (<https://archive.org/>). **I have digitized and uploaded other records going back over a year.** They will become easier to find as the Google Bot crawls them.

“... regarding free high speed internet. ... was told as well as others that there was free high speed internet in all apartments and that this was not the case. This has been continuously worked on with no success. It is no longer advertised and prospective residents are told it is available in "common" areas.”

It is strange how people in authority will lie to cover up a previous lie. It is disingenuous of the Executive Director to assert that this has been continuously worked on with no success. Sitting on one's posterior does not equate to “continuously worked on.” Cox Communications can fix the problem with the present equipment. There is equipment that can blast the signal throughout the building and into the surrounding neighborhoods.

The assertion that High Speed Internet is no longer advertised is false. It is still advertised. It is dishonest to tell prospective Residents that free high speed Internet is available in common areas, as not all common areas have it.

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